

# Congressional Notes



## How We Process Constituent Complaints About Telephone-Related Issues

**T**he Consumer Protection Branch of the Common Carrier Bureau's Enforcement Division assigns an "IC" file number to your constituent's complaint. This file number is included in correspondence responding to the complaint.

The Branch forwards complaints about services and rates regulated by the FCC to each company involved with the complaint that is within the FCC's jurisdiction. **The Branch directs each company to:**

- Send a letter to your constituent acknowledging receipt of the complaint;
- Review all records and the information relating to the complaint;
- File a written response to the complaint issues with the FCC. Usually this response must be filed with the FCC within 30 days from the date the Branch sent the complaint to the company; and
- Send a copy of the response to your constituent.

*After receiving the written response from each company, Branch staff members review your constituent's complaint file.*

Appropriate Commission action will be taken if it appears that a company may not be in compliance with federal law, FCC rules and decisions, and industry practices.

The Branch will notify your constituent in writing when it closes the complaint file.

### *Please ask your constituent to:*

● **UNDERSTAND** that it takes time to thoroughly review the issues raised in individual complaint files.

● **ADDRESS QUESTIONS** about the complaint file to the Consumer Protection Branch at the following telephone number or address:

**Call the Consumer Hotline at the following number:**  
**(202) 632-7553**

### *Write to the following address:*

Federal Communications Commission  
Common Carrier Bureau  
Consumer Complaints  
Mail Stop Code 1600A2  
Washington, D.C. 20554

● **REFERENCE THE "IC" FILE NUMBER** assigned to his or her complaint when contacting the Branch.

● **WAIT AT LEAST 30 DAYS** after receiving written responses to the issues raised in the complaint before requesting complaint status information from the Branch.